



## Unreasonable Behaviour Policy

### 1 Purpose

This policy sets out the approach taken by MTVH when dealing with customers whose actions or behaviour is deemed to be unreasonable.

The action outlined in this policy and accompanying procedure will only be initiated if agreed by the Head of Service, following the provision of evidence that can satisfactorily demonstrate standard management procedures are no longer practical due to the unreasonable behaviour of the customer.

### 2 Scope

#### Our Commitment

##### *MTVH aims to:*

- Outline the approach used when dealing with a customer whose behaviour towards MTVH colleagues is unreasonable
- Make it clear to all customers at initial contact and throughout their dealings with MTVH, what can be achieved. In doing so, MTVH aims to be open and set expectations
- Deal fairly, honestly, consistently, and appropriately with all customers, including those whose behaviour and actions MTVH considers unreasonable
- Make sure that other customers and colleagues do not suffer any disadvantage from customers who behave in an unreasonable manner

MTVH retains the right to restrict or change access to their services where it is considered that customer actions unreasonable. Colleagues must have evidence that all reasonable efforts have been made to follow our standard policies and procedures before a change in service provision or contact arrangements are instigated. Throughout this policy there is an assumption that all reasonable actions and measures have been carried out.

Any service or contact restrictions that are put in place are time limited and will be automatically reviewed after a maximum period of six months, but no less than three months. In more serious cases, an extended period may be considered.

### 3 Our Approach

#### 1.1 Customers

We are committed to providing a full service to all of our customers where possible. We understand that our customers can sometimes find themselves in challenging situations, however we expect them to be reasonable in their dealings with our colleagues at all times.

#### 1.2 Support for our Colleagues

We provide clear and practical guidance for colleagues and managers to follow in cases of customers exhibiting unreasonable behaviour, focusing on the safety of MTVH colleagues. These include support through line managers, signposting our colleagues to specialist support services and access to internal and external assistance.

#### 1.3 Working Together in Partnership



**1.4** We are committed to working in partnership with specialist services. We will work with Local Authority Support Services, the Police, Social Care teams, Health and Local Safeguarding Children or Adult Boards (LSCB and SAB) or their equivalent Strategic Partnership Boards in accordance with their local procedures, thresholds and information-sharing protocols.

**1.5 Third Party Organisations**

We have several third-party contract arrangements with landlords, support providers, contractors and suppliers. Our contract specifications will require our partners to comply with this policy and accompanying procedures and for this to be reflected in their own policies and procedures.

**1.6 Quality assurance and monitoring**

As part of our quality assurance and monitoring approach, cross directorate working groups will analyse data, agree on appropriate actions and look at lessons learnt. Our approach will be integrated across the organisation, with individual and collective responsibilities being understood at all levels.

**1.7 Confidentiality**

This policy is written in accordance with the principles of the Data Protection Act. Complaints of a sensitive nature will be treated with discretion. Personal information will not be divulged without permission, for more information, please refer to our Privacy Policy.

**4 Background legislation**

- Anti-social Behaviour, Crime and Policing Act 2014.

**5 Our commitment to Equality, Diversity and Inclusion**

In implementing this policy MTVH will not discriminate against any colleague, customer or stakeholder on the grounds of their race, nationality, gender, sexual orientation, gender reassignment status, ethnic origin, age, religion/beliefs, disability, marital status, class, socioeconomic status, and pregnancy/maternity.

**6 Key Policy Information**

Policy Owner	Director of Customer Services
Author	Head of Customer Services Heads of Housing Heads Care and Support
Approved by	Director of Customer Services
Effective from	March 2022
Approach to review	This Policy & associated Procedures will be reviewed if legislation, regulatory changes, or operational need requires. Any amendments will be appropriately consulted on and signed off before being clearly communicated to customers and colleagues.
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